



CABINET FOR HEALTH AND FAMILY SERVICES  
DEPARTMENT FOR MEDICAID SERVICES

Steven L. Beshear  
Governor

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Janie Miller  
Secretary

Elizabeth A. Johnson  
Commissioner

May 15, 2008

MEMBER NAME  
ADDRESS ONE  
ADDRESS TWO  
CITY, STATE ZIP

**RE: Non-Emergency Medical Transportation**

Dear MEMBER NAME:

Beginning July 1, 2008, **Audubon Area Community Service, Inc. / Green River Intra Transit System (GRITS)** will provide non-emergency medical transportation brokerage services for Medicaid recipients living in ***Daviess, Hancock, Henderson, McLean, Ohio, Union, and Webster*** counties. Medicaid recipients who are eligible for transportation services and the trips that are covered will not change.

**PLEASE NOTE, AUDUBON AREA COMMUNITY SERVICES, INC. (GRITS) DOES NOT PROVIDE EMERGENCY MEDICAL OR STRETCHER TRANSPORTATION.** If you need emergency medical transportation, please call 911. If you need to travel on a stretcher to a non-emergency medical appointment, please call your local ambulance provider.

If you use non-emergency medical transportation on a regular basis, you may **CALL Audubon Area Community Services, Inc. (GRITS) BEGINNING JUNE 1, 2008 to schedule trips for JULY.**

The following are steps describing how to schedule non-emergency transportation:

- Call **Audubon Area Community Services, Inc. (GRITS)** at **1-800-816-3511** immediately after scheduling your medical appointment to arrange your transportation. Please remember that you must give 72-hour notice prior to the trip.




- Audubon Area Community Services, Inc. (GRITS) can be reached Monday – Friday, 8:00 a.m. – 4:30 p.m. and on Saturday, 8:00 a.m. – 1:00 p.m. Broker scheduling and business functions are closed New Year's Day, Memorial Day, July 4<sup>th</sup>, Labor Day, Thanksgiving Day, and Christmas Day.
- Urgent Care Transportation can be requested 24/7, including Holidays.
- Have your Medicaid card available as well as your medical appointment information (**such as Date of Appointment, Time of Appointment, and Medical Provider Name and Address**) when you call, so you can give necessary information to your broker over the phone.
- Tell the broker about any special transportation needs you may have (such as a wheelchair lift or a car seat for your child).
- Audubon Area Community Services, Inc. (GRITS) will schedule your transportation and advise you of your pick up time.
- If you cancel your medical appointment, please call Audubon Area Community Services, Inc. (GRITS) 24 hours in advance to cancel your scheduled transportation.

**PLEASE KEEP THIS NOTICE FOR FUTURE REFERENCE WHEN YOU NEED TO SCHEDULE NON-EMERGENCY MEDICAL TRANSPORTATION SERVICES.**

If you have questions about scheduling non-emergency medical transportation or have complaints about your transportation, call Audubon Area Community Services, Inc. (GRITS) at 800-816-3511. If your complaint cannot be resolved by Audubon Area Community Services, Inc. (GRITS), call the **Kentucky Transportation Cabinet, Human Service Transportation Delivery Branch, at 1-888-941-7433**. A Medicaid Specialist will be readily available to assist you.

Sincerely,



Elizabeth A. Johnson  
Commissioner

Xc:

EAJ/CB/DG/vlp00458